

Customer Service Office (CSO): Special Events Procedures

This Standard Operating Procedure (SOP) describes the steps the CSO follows to fulfill requests for “Special Events” or “VIP Visits” that occur at the GSFC-Greenbelt location. The majority of these requests will be generated through the Center’s Public Affairs Office (PAO), Code 130 or the Center Director’s Special Assistants, Code 100. On occasion, project managers will contact the Code 200 Directorate Office directly, who will forward requests to the CSO.

Step 1: CSO is notified of requirement

Step 2: CSO meets with customer

- a. Gather requirement
- b. Get POC name and number for operations decisions
- c. Get POC name and number for budget decisions. Get NTE budget # if possible.
- d. CSO determines what’s available in scope and get estimates for above baseline work. CSO will work with Code 200 specialists.

Step 3: CSO Lead prepares Requirements Matrix (Attachment 1).

Step 4: CSO Chief reviews and approves Matrix. Chief assigns CSO Lead.

Step 5: CSO Lead creates Project Case File (components include: Cover sheet, requirements matrix, all Emails (latest on top), any service requests, and lessons learned sections)

Step 6: CSO Lead prepares email to Code 200 representatives. Use standard subject line: “CSO ALERT: Special Event Name & Date.” Be sure to copy Div Chiefs, Trish Ryan (DRM), Raymond Rubilotta, Thomas J. Paprocki, CSO Team, and CSO Chief.

Step 7: CSO Lead to disseminate any updates, via email, that occur before event to Code 200 Team. Any function may be delegated to another CSO member.

Step 8: EVENT HAPPENS!!!

Step 9: CSO Lead schedules Lessons Learned

Step 10: CSO Customer Service Specialists enter any tickets into eMOD

Step 11: CSO Lead finalizes Case File and files hardcopy case file in CSO General Files.

Code 200 Service Provider Representatives

CODE	NAME & EXT	RESPONSIBILITY
220	Terry Velasco	FMD (elec, custom builds, paint, carpet)
220	Jackie Mattson	FMD/Parsons
220	Danny Young	Melwood (Custodial, Trash)
240	Robert Raimond	Badges, Guards, etc
250	Ed Connell	Environmental/Health Unit
350	Patrick Hancock	Food Insp
270	Fran Teel	TiMS (AV/Conf Rms)
270	Dalila Brooks	TiMS (Graphics, Dup, Photo)
270	Tom Weisz	Logistics, Buses, Moves, Pickup, Delivery
279	Jim Pavey	Transportation
279		

Code 200 Division Chiefs & Contractor Project Managers

CODE	NAME & EXTENSION	
201	Trish Ryan*	200 funds
210	Cynthia Stolz*	200 procurement (if req)
220	Terry Spagnulo	FMD
220	Bill Phillips	FMD
240	Madison Townley	Security
240	Terry Evans	Security
250	Ed Connell	Environmental/Health Unit
270	Marilyn Tolliver	Logistics
279	Greg Warner	Logistics-TRAX

ATTACHMENT 1: SAMPLE REQUIREMENTS MATRIX

Division Code	Person	Requirement	Status
210	Jim Debelius	Porta Johns (4)	Awarded
210	Jim Debelius	Commercial Buses	
210	Caroline Maswanganye	B.1 Café In/Out (4 Days)	Reserved by M. Hall
220	Terry Velasco	Porta- Johns set up at the Visitor's Center & Mall	
220	Terry Velasco	Electricity for 3 tents on Mall	
220	Ray Krebs	Lawn Care Mall	
220	Danny Young	B.1, B.8, Visitor's Center (floor cleaning, trash pulled, bathrooms stocked with extra supplies).	
220	Building Managers	Check for Small Repair Issues in B.1, B.8, and Visitor's Center.	
240	Debra Brasel	Security Check at Visitor's Center upon arrival of buses. Buses will need to park in the afternoon across from B.8 in the parking lot. Lot needs to be blocked off. Need Security in the area of B.1, B.8, and Mall each day as kids are crossing the street to attend activities & board buses to leave each day.	
240	Debra Brasel	Badges for all Guests	
250	Ed Connell	Alert Health Unit of possible minor medical assistance, kids will bring permission slips from their schools.	
270	Darnetta Evans	Mail Room staff to stuff 1,000 goodie bags. Must be received by 9/27.	
270	Jean Manall	Pick up bags from Trena Ferrell, B. 28, Room N199 deliver to Mail Room.	
270	Jean Manall	Pick up stuffed bags from Mail Room and deliver to Trena Ferrell in B.28. Room N199.	
270	Jean Manall/Mike Lewis	Need chairs, dividers and tables set up in B. 8. Malores has sent configurations to Mike Lewis.	
270	Carolyn Lott	Commercial Buses	
270	Debbie McCallum	2 Photographers ea. Day. Debbie has schedule. Kids will have permission slips.	
270	Richard Todd Stevens/Mike Lewis	Audio Visuals needed for B.8. Malores sent plans to	

700	Jameelah Roberts/Stephen Beitzell	Mike Lewis. Need Wi-fi on Mall. MallNet already programmed for events.	
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